NASA Teleconferencing Center

Video and Voice Teleconferencing Services

Introduction to Teleconferencing Services

Video Conferencing

Audio Conferencing

Web Conferencing

The NASA Teleconferencing Center (NTC) provides cost-effective and flexible Video, Voice, and Web Conferencing solutions for all NASA Enterprises, Programs, and Centers.

Video (ViTS), Voice (VoTS), and Web Conferencing can reduce travel time and expense by allowing individuals in different geographic locations to conduct meetings anytime and collaborate as a team with little or no advance scheduling.

The NTC provides Video and Voice Teleconferencing services with no call capacity or duration limitations. Daily, weekly, monthly or one-time only conference calls can be easily scheduled. NTC Conferencing Analysts can assist you with determining the service that will

best meet your conferencing needs. The NTC Analysts can also assist you with questions about special features that may enhance the effectiveness of your video or voice conference. Web Conferencing is an easy and reliable tool to use. A leader can upload PowerPoint presentations, control slides, annotate, create polls, and determine which feature will be used during the meeting such as Q & A and chat.

Standard operating hours for the NASA Teleconferencing Center are Monday–Friday, 6 a.m.–6 p.m. CST, however 24/7 conferencing support is available as scheduled or as required.

High quality, productive meetings are as easy as 1-2-3!

Video Teleconferencing

The NASA Teleconferencing Center (NTC) provides a global video bridging service that establishes video conferences for NASA and off network sites. The NTC video bridge supports both ISDN (H.320) and IP (H.323) technology and provides the NASA community with agency-wide video conferencing capability using interactive audio and full-motion video.

The NTC video service provides various additional features that include:

- Screen Layout Options
- Hybrid videoconferences (combination IP and ISDN)
- Audio-Only Add On
- AES Encryption
- High definition video
- Recording
- Transcoding
- Speed Matching

Videoconference Service levels offered are:

Premier

An NTC Conferencing Analyst greets each Video Room Operator, assists with video connection, performs a roll call, and notifies the host site when all participants are present. The NTC Analyst monitors the videoconference for its duration and maintains a separate telephone Comm-Line with Video Room Operators to be instantly available for assistance or troubleshooting if technical difficulties arise.

Standard

An NTC Conferencing Analyst greets each Video Room Operator, assists with video connection, performs a roll call, and notifies the host site when all participants are present. The NTC Analyst disconnects from the videoconference after it is established.

If technical support is required during the videoconference, the Video Room Operator can contact the NTC for assistance over the telephone.

Voice Teleconferencing

Voice Teleconference Service levels offered are:

Premier

An Operator calls each participant approximately 10 minutes prior to the scheduled conference time, and announces each participant. The Operator monitors the voice conference for its duration. This type of service must be scheduled in advance and cancellation requirements apply.

Standard

Participants can dial into this conference or request an Operator dial out to them. The Operator can be called for assistance during the conference by using *0 on the telephone keypad. This type of service must be scheduled in advance and cancellation requirements apply.

Unattended

Participants dial into this conference. The Operator can be called for assistance during the conference by using *0 on the telephone keypad. This type of service must be scheduled in advance and cancellation requirements apply. Does not support international sites.

Instant Meeting (IM)

IM subscriptions are available for the customer's use 24 hours a day, 7 days a week. After initial setup, conference reservations are not required. The customer is provided with a consistent Toll or Toll Free meet-me number and both Leader and Participant passcodes. Operator dial out is not available. Various features are available to customers to manage their own Instant Meeting account. No cancellation requirements apply.

Online Voice Teleconference Scheduling is available at <http://www.nisn.nasa.gov/ServicesPages/Voice_VoTS.html>

By creating a Web Conferencing subscription, the leader is assigned a permanent meeting number and optional passcode to use for all future Web Conferences. On one simple Web interface, you can:

- Establish a consistent meeting number and passcode, which can be shared with participants at any time.
- Launch an instant e-mail invitation prior to your meeting.
- Host Web Conferences without making reservations in advance.

To set-up a Web Conference subscription today,

- Go to https://conferencing.verizonbusiness.com/smb/index.jsp
- Choose the best package of web conferencing minutes for your needs.
- You will receive a confirmation of your new Web Conference subscription.

NTC Staff: Front Row, Tammie Lindsey, Elizabeth Diane Hammons, Donna Karns
Back Row, Pat O'Neil (manager), Joel Dudley, Frank Swick, Mike McDonald

"We are committed to providing outstanding customer support"

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For more information on NASA Teleconferencing Services visit:

http://www.nisn.nasa.gov/

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